



COUNTY ASSEMBLY OF KISUMU



SERVICE CHARTER

The County Assembly of Kisumu is dedicated to serve the residents of Kisumu County with the highest standards of integrity, transparency, and accountability. This Service Charter outlines our commitment to provide exemplary services, fostering a collaborative relationship with the public, and promoting the well-being of our community.

Our Vision	Our Mission
To be a model independent and people responsive county assembly in Kenya	To provide a premier legislation, oversight and representation services that promotes the socio economic development to the residents of Kisumu

OUR CORE VALUES

- Integrity
- Professionalism
- Respect
- Inclusivity
- Communication
- Teamwork
- Equity

OUR SERVICES

Legislation: Drafting, Conducting Public Participation, debating, and enacting laws that address the needs and aspirations of Kisumu County residents; Reviewing and amending existing legislation to reflect current realities and challenges.

Representation: Acting as a liaison between the public and the government, voicing the concerns and interests of our constituents; Holding regular consultations and public forums to gather input from the community.

Oversight: Monitoring and evaluating the implementation of county policies and programs to ensure accountability and transparency; Conducting audits and investigations to safeguard public resources.

Public Engagement: Providing platforms for citizens to participate in the legislative process, including public hearings and forums; Disseminating information about the Assembly's activities, decisions, and plans through various communication channels.

OUR COMMITMENTS

We are committed to addressing public inquiries, complaints, and suggestions promptly and effectively - ensuring that all correspondence is acknowledged within 5 working days and responded to within 15 working days; Conducting ourselves with the utmost professionalism and courtesy in all our interactions with the public; Making information about our activities and services readily available to the public -ensuring that our facilities are accessible to all members of the community, including those with disabilities; Ensuring that all citizens have equal access to our services and opportunities to participate in the legislative process -promoting policies and practices that foster social justice and equity.

LOCATION

Uhuru Rd, Kisumu; VQW+753. Also operational in the 35 ward offices (Office of the MCA).

OFFICIAL WORKING HOURS

Monday - Friday between 8:00am and 5:00pm. Closed on public holidays and weekends.

FEEDBACK AND COMPLAINTS

We value your feedback and are committed to continuous improvement. Please contact us through the following channels or fill and submit our feedback form available on our website.

Office of the Clerk

P. O. Box 86-40100, Kisumu

 info@kisumuassembly.go.ke

 www.kisumucountyassembly.go.ke

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